

DEPARTMENT OF
PUBLIC HEALTH AND HUMAN SERVICES



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TO: Sandra Reiter, YWCA Board President
Gayle Tompkins, Executive Director
Bill Tiskus, Program Director

FROM: Susan Moreno, Quality Improvement Specialist
Developmental Disabilities Program

Attached is the final report for the Fiscal Year '08 Quality Assurance Review. This review covers the period from November 2006 through March of 2008, and addresses the Supported Living and Community Supports Services provided by the YWCA. I would like to thank the YWCA staff and consumers for their participation in surveys and interviews to make this review happen.

CC: Contract File
Suzn Gehring
Tim Plaska
John Zeeck

March 27, 2008
YWCA Quality Assurance Review

Scope of Review: This review covers the period from November 2006 through March 15, 2008, and addresses Supported Living and Community Supports services provided by the YWCA.

General Areas

A. Administrative

Significant Events from the Agency

-The YWCA director who oversees the Program Manager for the Supported Living Program will be retiring this year.

Policies and Administrative (DDP) Directives

-The YWCA Policy Manual was reviewed and found to be in compliance with DDP directives. I noticed the YWCA was working on updating the wording in their policies to reflect current practices such as PSP verses IP.

-Through a routine audit, the practice of acting as the Representative Payee and how those accounts are set up was brought to the YWCA's attention. They have made corrections to the practice of double signatures with Social Security funds. This change will be a positive protection in the event there are financial issues with client funds.

Licensing

-The YWCA does not have any facilities licensed by the Quality Assurance Division.

Accreditation

-The YWCA no longer maintains accreditation with CARF as it is no longer a requirement.

Agency Internal Communication Systems

-The Supported Living program staff continues to meet bi-weekly. These meeting cover any client issues as well as policies, schedules, and other items needing coordination.

-The YWCA Supported Living program also holds quarterly meetings to involve family, consumers, stake holders and management staff to acquire input to changes and any upcoming events.

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Fiscal

-The YWCA always completes and submits the required financial reports in a timely manner.

-Last year the audit department preformed a desk review of the YWCA's internal audit and found that there were no material weaknesses of the YWCA's internal controls and no instances of reportable conditions, noncompliance or material weaknesses. Net assets were noted as increasing to \$1,656,290 and the program has a defensive interval of 2.17.

-DPHHS Audit Department also preformed a limited scope audit. There were recommendations on increasing auto insurance and updating the W-4s and I-9s which have been implemented. There was also a recommendation on the signors to individual's checking accounts – I understand new information has changed this recommendation. During FY 07 the YWCA did not receive the full rate –there was an increase to bring the YWCA who had been under paid up in both FY07 and 08. The auditors found that the YWCA's cost per unit of service were more in FY07 than they were paid by \$2.34.

Appendix I

-#1 QIS will attend two (2) staff meetings during the year to discuss Incident Reporting and hourly billing of clients. –This item was completed by the two QIS's assigned to monitor the YWCA Supported Living Program during this review period.

-#2 YWCA Supported Living Program Director will randomly inspect client files per month to ensure that objectives and goals are being implemented and documented. –The Program Director has documentation of these file inspections. He keeps a running tally of which individuals were reviewed and which staff were assigned those cases.

-#3 Holidays observed for FY 2008. Thank you for supplying the list of days the YWCA will observe holidays.

Specific Services Reviewed

A. Residential-Supported Living

Accomplishments

- The YWCA provides Supported Living Services to 55 individuals.
- The YWCA provides services to 4 individual with Community Supports.

Programmatic Deficiencies

-There were no significant programmatic deficiencies noted.

Corrections to Deficiencies

-No correction to deficiencies is required.

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I. Health and Safety

Vehicles

-Support Specialist at the YWCA generally utilizes their personal vehicles in assisting consumers to medical appointments, shopping, etc. All staff are required to provide proof of insurance on their vehicles in order to be covered by the YWCA's insurance policy as secondary coverage as well as driving record background checks are performed on all new hires.

-Support Specialists have access to the YWCA's vehicles, vans and a pickup, to use when available. Vehicles are maintained by the YWCA as a whole.

Consumers

-The YWCA staff continue to show a commitment to ensuring health and safety of individuals receiving services while honoring choice and allowing each person dignity and respect.

Medication Safety

-The YWCA continues to utilize a "Med Runner" for individuals needing more supervision or assistance in getting their medications as per the doctor's order. In the staff surveys, all staff were able to correctly state the appropriate procedures regarding medications.

-Medication Certifications were found to be current for all staff who assist individuals with administering medications.

Sites

-The YWCA does not have designated sites, all individuals served live in homes or apartments in the community. Five individuals in the sample group were visited as a part of this review, and all residents were found to have a fire extinguisher in the kitchen and functioning smoke alarms in or near the sleeping areas. All apartments except for one in Prairie Towers had two means of egress. The Fire Department has instructed residents of this facility to remain in their rooms, don't block doorways, remain calm and wait for a fire fighter to come.

II. Service Planning and Delivery

Individual Planning (Assessment, Implementation, Monitoring)

-Six individuals, randomly selected, were contacted to do interviews regarding their services. Five of the six agreed to meet and participate in the questionnaire. One individual in the sample opted out. Several attempts were made to no avail. Files for all six were reviewed. All five of the interviewed individuals indicated their action statements were being done as specified in their plans.

-The data collected by the Support Specialists indicated the IP/PSP objectives/action statements have been implemented. All the files contained copies of the Quarterly Reports reflecting a level of internal monitoring of consumer's plans.

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-There was a QAOS sheet #1 regarding the falsification of records where a staff person was filling out her data prior to actually delivering the service. The YWCA responded and took appropriate corrective action with their staff member. The response was accepted and this action is closed.

Leisure/Recreation

-Most individuals served in Supported Living through the YWCA live independently and are capable of accessing community leisure and recreational activities. The YWCA makes efforts to provide opportunities for social and recreational activities with support. These include but are not limited to a summer picnic, YARC dances, Montana Fair, Metra Park events such as concerts and rodeos, as well as a Christmas party, Halloween party and a float entry in the Saint Patrick's Day parade.

-Several consumers have objectives to help assist with saving money for a vacation experience. The support staff assist with dealing with this saving without going over resource.

Client Rights

-The YWCA continues to be a strong advocate of consumer rights. Each year they review Client Rights and Responsibilities with each of their consumers.

-The YWCA recognizes situations where the individual receiving services and the support staff conflict and make accommodations to change staff either temporarily or permanently.

Medical/Health Care

-The staff at the YWCA strive to provide the best medical and health care possible. Keeping track of health appointments can sometimes be a challenge as some folks in the Supported Living program handle their own appointments and don't always report on the outcome of doctor visits.

Emotionally Responsible Care Giving

-Interactions between staff and individuals observed has been positive and consistent with emotionally responsible care giving. During the staff surveys, each of the staff surveyed passed the section on this topic.

Consumer Surveys

-Consumer surveys were conducted with 5 of the 6 individuals in the sample receiving Supported Living services through the YWCA. One person opted to avoid participation in the survey. Of those surveyed, the overall response was positive about their services and staff.

YWCA Quality Assurance Review

Agency's Consumer Satisfaction Surveys

The YWCA did conduct a consumer satisfaction survey. The survey was sent to a sample of individuals and to family members they felt would respond. Thirty one surveys were sent out for comment and twenty eight were returned. Results of the compiled survey indicated 100% satisfaction compared to the previous year, with the help they or their family member is getting, ability to discuss issues, availability of staff in a crisis and the Christmas party. When asked what the YWCA could do better, group transportation to special events, spending more time on outings and fun stuff as well as more time with the support staff was noted. Results of the survey were discussed at a staff meeting.

III. Staffing

Screening/hiring

-In reviewing staff files, the YWCA was very quick to pull more files than requested although five were reviewed and considered adequate. Each and every file had the criminal background checks, proof of automobile insurance and driving record checks.

Orientation/Training

-Five staff persons were interviewed using the Quality Assurance Staff survey. All five met criteria in all sections. Since the last review, the YWCA has updated their orientation and training schedules for all staff, not just new hires.

-The orientation and training files of four staff were reviewed all had orientation training and some had additional training listed. Staff are utilizing the consumer profiles and job shadowing with a veteran staff is occurring.

-All staff at the YWCA have enrolled in the College of Direct Support as per state requirement. At the time of this report, most were close to completion.

Ratios

-The YWCA sets the caseloads of individuals and staff to best serve the number of hours folks need. This practice allows for the fluctuation in hours used under the base and flex rates in Supported Living.

Staff Surveys

-The YWCA did not conduct a staff interview this review period.

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IV. Incident Management

APS

- There were three reports to APS involving two consumers served by the YWCA. Details are as follows:

-There was one report to APS regarding financial exploitation either by a YWCA staff or a family member during this review period. An APS investigation of financial exploitation was conducted. The individual involved denied the staff member from the YWCA ever got money from him but repeatedly mentioned the family member. The investigation did not produce any evidence to support maltreatment. The individual has opted to port his funding to another agency. The staff involved at the time is no longer with the YWCA.

-There were two reports to APS alleging self neglect and medical neglect on behalf of an elderly consumer in Community Supports. The first report to APS alleges self neglect as well as neglect on the part of his staff from the YWCA. There was no indication of neglect on the part of YWCA staff although the YWCA opted to assign the case to a different support specialist. The APS report does indicate self neglect. The second APS report indicates the consumer's team continues to monitor his situation and he be afforded the dignity of risk in living in his own home verses a forced placement in a nursing home. The team did complete a Documentation of Choice form in regard to safety issues.

Incident Reporting

-The YWCA's Incident Management Committee meets weekly to review all incidents. Internal incidents are also discussed even though they are not on the data base. With the Contracted Case Management expansion here in Billings, the YWCA has included a case manager from that agency.

-Over the course of the review period, there were 17 medication error incident reports written. The Incident Management Committee discussed each incident and came up with ideas to address the problems of each situation.

-Of the 33 incidents coded as hospitalizations, 12 were actual hospitalizations. Of those 12, YWCA staff were not involved in 4 of them. Each unplanned hospitalization was staffed in the Region 3 DD office.

B. Work/Day/Community Employment

-The YWCA does not provide work, day or community employment services.

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C. Community Supports

Accomplishments

-The YWCA provided Community Supports to four individuals through out the review period. The first of March 2008, another individual who was receiving Base Rate Supported Living, became eligible for Community Supports and opted to take that service and remain with the YWCA.

Programmatic Deficiencies

-No programmatic deficiencies were noted.

Corrections to Deficiencies

-No correction to deficiencies is required.

I. Health and Safety**Vehicles**

-See comments above under residential.

Consumers

-See comments under residential

Medication Safety

-Individuals in Community Supports are also included on the "Med Run" if their needs require that level of assistance. All staff assisting with medications are found to be medication certified as mentioned above.

Sites

-See comments under residential

II. Service Planning and Delivery**Individual Planning**

-The four consumers in Community Supports did have completed CS agreements and either an IP or a PSP for planning purposes. Data at the YWCA and in Case Management files indicate services are being delivered as agreed upon by the teams.

Leisure/Recreation

Opportunities for persons receiving Community Supports services through the YWCA are outlined in the agreements on an individual basis. Consumers are given opportunities to participate in all YWCA events.

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Client Rights

-See comments under residential

Medical/Health Care

-See comments under residential

Emotionally Responsible Care Giving

-See comments under residential

Consumer Surveys

-Three of the four individuals receiving Community Supports services were interviewed using the format provided in the Quality Assurance process. Two of the three indicated they were happy with the services provided by the YWCA. The third had some complaints that services were not being delivered. Upon further questioning with this person, services are being delivered as specified in her plan.

Agency's Consumer Satisfaction Surveys

-See comments under residential

III. Staffing

Screening/Hiring

-See comments under residential.

Orientation/Training

-See comments under residential

Ratios

-See comments under residential

Staff Surveys

-See comments under residential

IV. Incident Management

-Please refer to the residential section for all incident management with the YWCA

Conclusion

During the review period, the YWCA provided quality Supported Living Services and Community Supports services to 59 individuals living in the Billings and Laurel area. The YWCA has made great improvements in the implementation of objectives/action steps over the course of the year. Medication errors have decreased from the previous review period. Training and orientation procedures have improved as evidenced in staff records. It has been very positive that the YWCA has improved its internal monitoring and communication as well as the fact the staff turn over has greatly decreased. Staff who have left employment did so based on personal circumstances out of control of the YWCA.

Findings Closed

All findings from the last review are considered closed at this time.

Findings Open/plan of Correction

No findings are open at this time.